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1998 Missouri State Parks Visitor Survey

Project Completion Report

Submitted to

**Missouri Department of Natural Resources
Division of State Parks**

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Introduction

BACKGROUND

In 1939, 15 years after Missouri obtained its first state park, 70,000 visitors were recorded visiting Missouri's state parks (Masek, 1974). Today, more than 16 million people visit the 80 state parks and historic sites Missouri offers (Holst & Simms, 1996). The increase in visits to Missouri state parks and historic sites may be due in part to the diversity of sites, resources, and recreational opportunities provided by the state park system. Visitors to state parks have different characteristics and preferences (Donnelly, Vaske, De Ruiter, & King, 1996), and may be attracted to Missouri's state parks and historic sites because of the diversity of resources and recreational opportunities (Holst, 1991).

The DSP recognizes the importance of this diversity, as is evidenced by the mission of the state park system: "To preserve and interpret the finest examples of Missouri's natural landscapes; to preserve and interpret Missouri's cultural landmarks; and to provide healthy and enjoyable outdoor recreation opportunities for all Missourians and visitors to the state" (Holst, 1990, p. 7).

In order to fulfill its mission, state park managers are challenged to determine what recreational opportunities are most sought after by visitors to state parks and to determine how satisfied those visitors are with state park facilities, services, and programs. In order to ensure continued citizen support for the Parks and Soils sales tax, a tax funding state

parks, managers are further challenged to determine whether all demographic populations are benefiting from the recreational opportunities provided at state parks and historic sites.

To aid in meeting these challenges and to aid in the planning and management processes at recreation sites, surveys of visitors to the various state parks and historic sites should be conducted (TRRU, 1983). Specific information provided by the surveys should include use patterns of visitors to state parks, socio-demographic characteristics of those visitors, and visitor satisfaction of facilities, services, and programs (Lucas, 1985).

NEED FOR RECREATION RESEARCH

Recreation research has been identified as an important component in planning for recreational needs of visitors, particularly research that examines preferences and behaviors of visitors (Manning, 1986; Yoesting, 1981). In the past, it has been assumed that administrators of recreation sites were omniscient, knowing intuitively what the public wanted and should have in the way of recreational opportunities (Manning, 1986; Reid, 1963; Yoesting, 1981). Managers regarded visitors to recreation sites as static, and did not take into consideration that visitor preferences and desires can change. Because site administrators are not omniscient and visitor preferences do change (Cordell & Hartmann, 1983; Ditton, Fedler, Holland, & Graefe, 1982; Donnelly et al., 1996), studies examining the use patterns, socio-demographic

characteristics, and satisfaction of visitors are necessary for planning, implementing, and improving recreational opportunities.

Little site-specific information is available for state parks and historic sites in Missouri. Much of the survey work done for state parks and historic sites has focused on the state park system as a whole. A need exists for site-specific data to compare visitor information between parks, or to measure changing trends in these parks. Also, a need exists for consistent methodology in visitor surveys, in order that such comparisons and measurements can be made. Manning (1986) reported that many surveys, even when conducted by the same agency, were methodologically inconsistent in recreational activity definitions, data collection techniques, sample sizes and response rates, age of respondents, and question wording and sequence. Any comparison of data would be difficult because of the inconsistent methodologies.

STUDY PURPOSE

The purpose of this study is to gain information about visitor use patterns, socio-demographic characteristics, and satisfaction with park programs, facilities, and services. This report compares the results of the visitor surveys conducted at Bennett Spring State Park, Hawn State Park, Johnson's Shut-Ins State Park, Katy Trail State Park, Mastodon State Historic Site, Pomme de Terre State Park, Weston Bend State Park, and Watkins Woolen Mill State Historic Site and Park.

STUDY AREAS

Bennett Spring State Park

One of the oldest state parks in Missouri, Bennett Spring State Park is a popular destination for trout fishermen. Because of this popularity, the 3,100-acre park offers many extra amenities besides the picnic areas and campgrounds: a motel, cabin rentals, a dining lodge, and a swimming pool. As visitors discover all this park has to offer, Bennett Spring has become increasingly crowded, a concern for managers.

Hawn State Park

Located in Ste. Genevieve County, Hawn State Park is perhaps one of the most beautiful parks in the Missouri State Park System. This 4,900-acre park, containing stands of native shortleaf pine and hardwoods, appeals to visitors who prefer a more remote and wild setting. Catering to these visitors, Hawn offers basic and RV campsites, picnic areas, primitive camping, and hiking on the Whispering Pine Trail and Pickle Creek Trail. The park's popularity is usually spread by word of mouth, thus crowding has yet to become a significant issue, except during the park's peak season during October.

Johnson's Shut-Ins State Park

Johnson's Shut-Ins State Park is an 8,470-acre park located in Reynolds County along the Black River. Johnson's offers a unique recreation experience in the 'shut-ins' of the park and has become an extremely popular destination for visitors. This popularity has contributed to concerns of overcrowding and resource degradation and has created a need for a system of crowd control.

Katy Trail State Park

Katy Trail State Park is a 200 mile long hiking and biking trail that runs across the state from Sedalia in the West to St. Charles in the East. The park is built on the former railroad corridor of the Missouri-Kansas-Texas Railroad and the first section was converted to a recreation trail and named the Katy Trail State Park in 1991. Much of the gravel trail follows the Missouri River through the state, providing opportunities for hiking, biking, nature study and wildlife watching.

Mastodon State Historic Site

On the National Register of Historic Places, Mastodon State Historic Site contains the Kimmswick Bone Bed, a significant archaeological site. Mastodon, located in Jefferson County south of St. Louis, is a day-use recreation area offering picnicking and hiking. A museum is also present at the site, with exhibits of ancient artifacts, fossils, and a mastodon skeleton replica. Mastodon has two recreation areas, the museum area, and a picnic area with a separate entrance.

Pomme de Terre State Park

Located in Hickory County, Pomme de Terre State Park lies on the banks of Pomme de Terre Reservoir. The park consists of two areas separated by an arm of the lake, one area near Pittsburg, MO and the other near Hermitage, MO. Although both areas offer campgrounds and public swim beaches, each area has a special appeal to different visitors, and this difference was taken into account during data analysis.

Watkins Woolen Mill State Historic Site and Park

Watkins Woolen Mill State Historic Site and Park is unique in that it is both a historic site and a state park. Located in Clay County, this 818-acre park offers camping, picnicking areas, a bicycling and hiking trail, and a 100-acre lake for swimming, fishing, and boating. The historic site houses the remainder of the mid-19th century Bethany Plantation, consisting of a house and outbuildings, a woolen factory and gristmill, and a nearby church and school. A visitor center with exhibits is also present at the site.

Weston Bend State Park

Weston Bend State Park is a 1,133-acre park located in Platte County along the Missouri River, in the heart of the largest tobacco region west of the Mississippi River. This tobacco heritage is represented at the park by several old tobacco barns and a kiosk describing to visitors the history of the area. The park also offers a campground, picnic areas and a shelter house, hiking and bicycling trails, a river overlook, and river access for fishing. Weston Bend's trails attract many day-use visitors, who use the trails daily.

SCOPE OF STUDY

The population of the visitor study at the eight state parks and historic sites consisted of all visitors who were 18 years of age or older (adults), and who visited these areas from June 1, to October 31, 1998. The results of this study only reflect visitors during the study period.

Methodology

The following is a brief description of the methodology used during the 1998 Missouri State Parks Visitor Survey. For a more complete explanation of the methodology used at each state park and historic site, please refer to their individual reports (Fredrickson & Moisey, 1999a, 1999b, 1999c, 1999d, 1999e, 1999f, 1999g; Moisey & Fredrickson, 1999).

SAMPLING PROCEDURES

A 95% confidence interval was chosen for each park and site. Margins of error ranged from plus or minus 5% to plus or minus 7% based on the sample sizes from each park and site survey. The study period for the 1998 Missouri State Parks Visitor Survey was from June 1 to October 31, 1998. A random sample of adult visitors (18 years of age and older) who visited the eight state parks and historic sites during the study period were the respondents for this study.

Three time slots were chosen for surveying: Time Slot 1 = 8 a.m. – 12 p.m., Time Slot 2 = 12 p.m. – 4 p.m., and Time Slot 3 = 4 p.m. – 8 p.m. At all but Johnson's Shut-Ins State Park and due to time and travel constraints, surveying was conducted during two time slots per survey day. At Johnson's Shut-Ins State Park, only one 4-hour time slot was surveyed during each survey day. A time slot was randomly chosen for each of the eight parks and sites and assigned to the first of the scheduled survey dates for those parks and sites. Thereafter, time slots were assigned in ranking order based on the

first time slot. This method was chosen to allow each of the three time slots to be surveyed approximately the same number of times during the study period. This method was also chosen to allow visitors leaving the parks and sites at various times of the day an equal opportunity for being sampled.

QUESTIONNAIRE

The questionnaires used in this study were based on the questionnaire developed by Fink (1997) for the Meramec State Park Visitor Survey. Copies of the questionnaires for this study are provided in Appendix A.

SELECTION OF SUBJECTS

The surveys of visitors during the 1998 Missouri State Parks Visitor Survey were administered on-site, to eliminate the non-response bias of a mail-back survey. Where possible, exit surveys were conducted of visitors leaving the various parks. At these parks, a systematic sampling of all adults in every *n*th vehicle (pre-determined by past years' visitation data) was conducted as the vehicles exited. Because an exit survey was not always feasible at every park and site due to dangerous traffic, lack of areas for pulling over vehicles, etc., on-site surveys of identified recreation areas within these parks and sites were conducted. All adult visitors in these recreation areas were asked to participate in the survey.

DATA COLLECTION

The surveyors wore state park T-shirts and were either stationed at the entrances into the various parks or recreation areas or walked roving routes between the recreation areas at the parks and sites. During the selected time slot, the surveyors asked every visitor who was 18 years of age and older and at these areas to voluntarily complete the questionnaire, unless he or she had previously filled one out. To increase participation rates, respondents were given the opportunity to enter their name and address into a drawing for a prize package and were assured that their responses to the survey questions were anonymous and would not be attached to their prize entry form. Willing participants were then given a pencil and a clipboard with the questionnaire and prize entry form attached. Once respondents were finished, the surveyors

collected the completed forms, clipboards, and pencils. Survey protocol is given in Appendix B and a copy of the prize entry form is provided in Appendix C.

Observation surveys were also conducted to obtain additional information about: date, day, time slot, and weather conditions of the survey day; the number of adults and children in each group of survey participants; and the number of individuals asked to fill out the questionnaire, whether they were respondents, non-respondents, or had already participated in the survey. This number was used to calculate response rate, by dividing the number of useable surveys collected by the number of adult visitors asked to complete a questionnaire. A copy of the observation survey form is provided in Appendix D.

Results and Discussion

This section describes the results of the 1998 Missouri State Parks Visitor Survey. For a more in-depth examination of the results from the eight state park and historic site surveys, see the individual reports of each survey (Fredrickson & Moisey, 1999a, 1999b, 1999c, 1999d, 1999e, 1999f, 1999g; Moisey & Fredrickson, 1999). This section also provides relevant management implications and future research suggestions.

SURVEYS COLLECTED & RESPONSE RATES

A total of 3,832 surveys were collected during the 1998 Missouri State Parks Visitor Survey. Table 1 shows the number of surveys collected at each state park and historic site. The overall response rate was 86.3%. Overall response rates ranged from 66% to 100%.

The prize package drawing and the one-page questionnaire undoubtedly helped attain the high response rate of this

study. Achieving the highest possible response rate (within the financial restraints) should be a goal of any study. To achieve higher response rates, the following comments are provided.

The most frequent reasons that visitors declined to participate in the surveys were because of the heat and also because they were in a hurry. The majority of non-respondents were still very cooperative and many provided positive comments about the parks and sites. Some non-respondents even asked if they could take a survey and mail it back. For future studies, it is recommended that self-addressed stamped envelopes be made available to offer visitors only after they do not volunteer to fill out the survey on-site. This technique may provide higher response rates, with minimal additional expense. One caution, however, is to always attempt to have visitors complete the surveys on-site, and to only use the mail-back approach when it is certain visitors would otherwise be non-respondents.

Table 1. Surveys Collected by State Park and Historic Site

Park or Site	Frequency	Percent
Katy Trail	1,411	36.8%
Bennett Spring	415	10.8%
Johnson's Shut-Ins	400	10.4%
Pomme de Terre	388	10.1%
Watkins Woolen Mill	348	9.1%
Hawn	305	8.0%
Mastodon	301	7.9%
Weston Bend	264	6.9%
Total	3,832	100%

PROFILE OF VISITORS

Table 2 lists the socio-demographic characteristics of all visitors across the eight state parks and historic sites. The average age of all adult visitors to the eight parks and sites was 43.01, with visitors to Johnson's Shut-Ins Park having the lowest average age (37.02) and visitors to Bennett Spring State Park having the highest average age (47.8). This difference in age may be due in part to the recreational resources at Johnson's Shut-Ins State Park attracting younger visitors and the recreational resources at Bennett Spring State Park attracting older visitors and retirees.

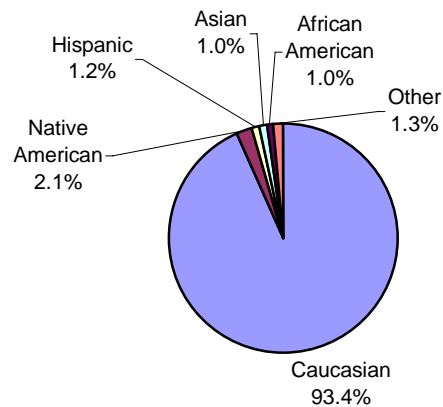
Visitors were almost equally male and female, with males comprising 53.2% of all visitors and females comprising 46.8% of all visitors. The majority (41.6%) of visitors indicated having a four-year college or post-graduate education, although visitors to Katy Trail State Park had the highest level of education with 57% having a four-year college or post-graduate education. This higher level of education at Katy Trail State Park is probably due to the proximity of one its management regions, the Rock Bridge management region, to the University of Missouri-Columbia. Visitors to Bennett Spring State Park had the lowest level of education with the majority (35.2%) of visitors having a high school education or less.

Most visitors (40.0%) reported having an annual income of between \$25,000 and \$50,000. Again, Katy Trail State Park visitors reported having higher annual incomes when compared to the other parks and sites. Although the largest percentage (35%) of Katy Trail visitors reported an annual income of between

\$25,000 and \$50,000, 26.7% of Katy Trail visitors indicated having an annual income of over \$75,000. Compare this with incomes reported by visitors to the other parks and sites, where visitors with annual incomes of more than \$75,000 accounted for between 10.3% and 18.8% of visitors reporting their incomes.

The vast majority (93.4%) of visitors to the parks and sites were Caucasian in ethnic background, whereas only 2.1% were Native American, 1.2% were Hispanic, 1.0% were Asian, and 1.0% were African American. Figure 1 depicts the ethnic origin of visitors to the eight state parks and historic sites surveyed during the 1998 Missouri State Parks Visitor Survey.

Figure 1. Ethnic Origin of Visitors



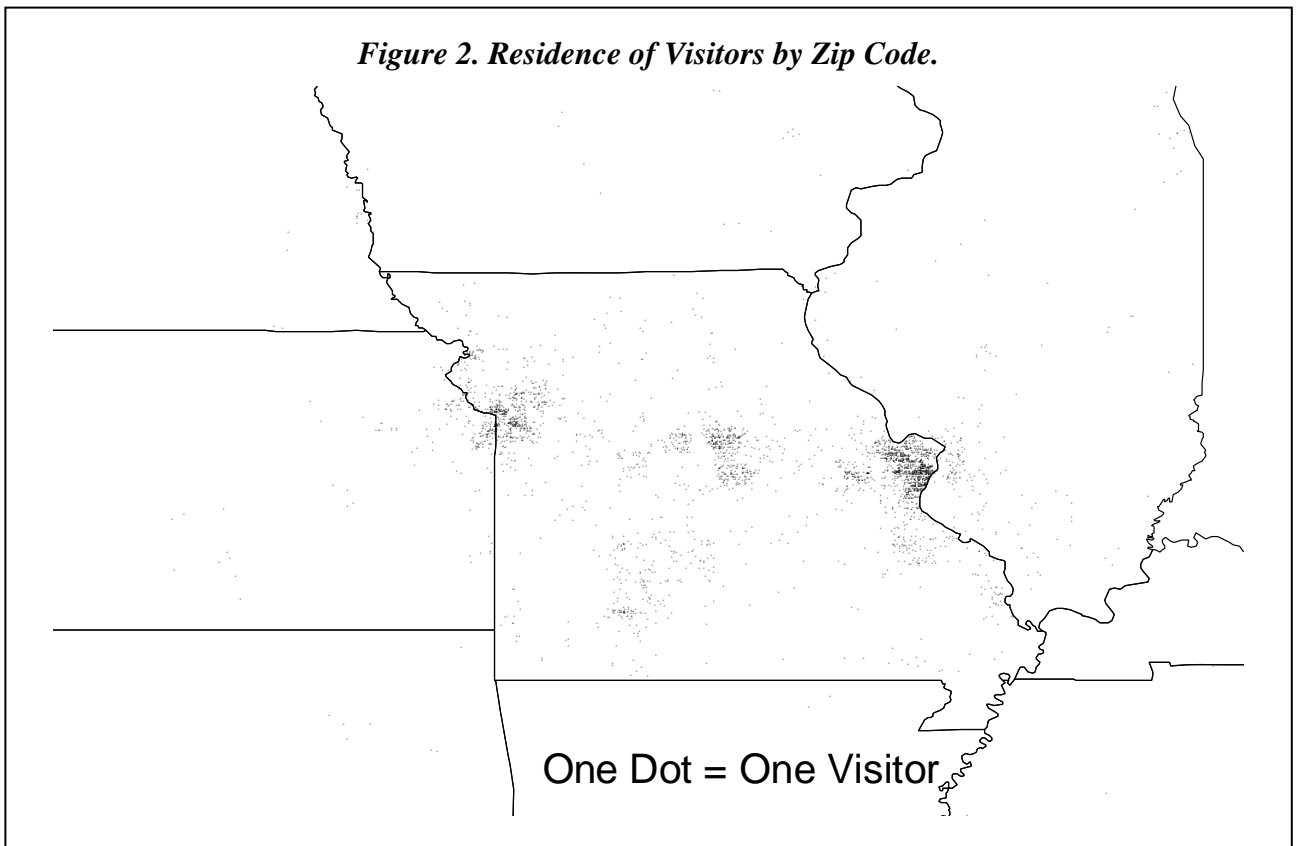
For the most part, the percentage of visitors by ethnicity across the eight state parks and historic sites represents the percentages of Missouri residents. For instance, Hispanic residents account for 1.2% of all Missouri residents, Asians account for 0.8%, and Native Americans account for 0.4% (Missouri State Census Data Center [MSCDC], 1990). However, African Americans account for almost 11% (10.7%) of all Missouri residents, and can be said to be the most

under-represented of all minority groups in the 1998 Missouri State Parks Visitor Survey sample.

Visitor diversity insures broad political support and funding for outdoor recreation areas, which is why managers should strive to serve this diversity (Burch, 1974; Thorne, Brown, & Witter, 1992). This is especially true for parks and sites such as Mastodon State Historic Site, Watkins Woolen Mill State Historic Site and Park, and Weston Bend State Park. These areas are located near large urban centers where there is an increase in overall population concentrations and in minority populations (Dwyer, 1994). Several suggestions for increasing minority participation at Missouri State Parks and Historic Sites include providing activities and programs that appeal to urban minority youth, hiring minority staff, training present staff to be

sensitive to and meet the needs of a diverse clientele, and to promote services and programs that appeal to a broader base of visitors.

Only 4.4% of all visitors indicated having some type of disability that substantially limited one or more life activities or that required special accommodations. And finally, most of the visitors (75.9%) were from Missouri; however, Weston Bend State Park had the highest percentage of out-of-state visitors with 23.9% of those out-of-state visitors residing in Kansas. Johnson's Shut-Ins State Park had the second highest out-of-state visitors with 17% of those visitors residing in Illinois. Figure 2 shows the residence of visitors by zip code.



USE PATTERNS

Visit Characteristics

Seven out of 10 visitors (72.7%) were repeat visitors. Bennett Spring State Park had the highest percentage of repeat visitors (81.2%), and only Mastodon State Historic Site had more first-time visitors (55.5%) than repeat visitors (44.5%). The average number of times visitors reported visiting the various parks and sites within the past year was 19.8 times, with a low of 1.6 times (Johnson's Shut-Ins State Park) and a high of 24.3 times (Katy Trail State Park). These differences are due to the fact the Johnson's Shut-Ins State Park may be viewed by visitors as a vacation spot, whereas Katy Trail State Park visitors often use the trail on a daily or weekly basis.

The majority (44.2) of visitors to the eight state parks and historic sites visited with family, and average group size was about 4 people per group. Group sizes ranged from a high of 6.1 (Hawn State Park) to a low of 2.1 (Weston Bend State Park). Hawn State Park's larger group size reflects the more frequent use of the park by organized groups, such as family reunions and clubs. Weston Bend State Park's smaller group size reflects the visitors who visited the park daily to use the trails.

Across the parks and sites, about two-thirds (61.8%) of the visitors were day-users (Mastodon State Historic Site is a day-use only site); however, Bennett Spring State Park and Pomme de Terre State Park both had a higher percentage of overnight visitors than day-use visitors. Almost 80% (77.2%) of visitors to Bennett Spring State Park were overnight visitors, and 76.2% of visitors

to Pomme de Terre State Park also stayed overnight during their visit. Not all the parks and sites offered camping facilities, but 63.1% of overnight visitors indicated that they stayed in the campgrounds at the various parks that offered camping. Average overnight stays were three (3.0) nights.

Recreation Activity Participation

Although recreation activities differed across the eight state parks and sites, several activities were common to many of the parks and sites. For example, 32.2% of all visitors surveyed indicated that they bicycled during their visits, 28.4% said they hiked, and 24.9% said they picnicked. Almost 24% (23.5%) of visitors swam during their visits, 22.4% went camping, and 21.6% also participated in wildlife viewing.

SATISFACTION MEASURES

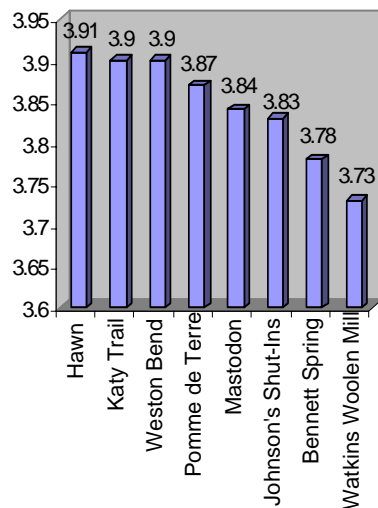
Overall Satisfaction

When asked about their overall satisfaction with their visit, less than 1% (0.3%) reported being very dissatisfied with their visit and only 0.7% reported being somewhat dissatisfied, whereas 11.8% of visitors were somewhat satisfied and 87.1% were very satisfied. Visitors' mean score for overall satisfaction was 3.86, based on a 4.0 scale with 4 being very satisfied and 1 being very dissatisfied. Figure 3 shows the mean overall satisfaction of visitors to each of the eight parks and sites.

Management should be commended that almost 99% of visitors reported being somewhat or very satisfied with their visits. Williams (1989) states that visitor

satisfaction with previous visits is a key component of repeat visitation. The high percentage of repeat visitation (72.7%) combined with their positive comments provide evidence that Missouri State Park and Historic Site visitors are indeed satisfied with their park and site experiences.

Figure 3. Overall Satisfaction of Visitors



Satisfaction with Park Features

Visitors to each of the state parks and historic sites were asked to express their satisfaction with various park features. Although these features differed at each of the parks and sites, several features

were common to most of the areas: campgrounds, picnic areas, trails, and park or site signs. Table 3 lists the mean satisfaction scores of these features for each park and site. Figure 4 is a pictorial representation of the satisfaction scores for each park and site.

Hawn State Park had the highest mean satisfaction score for campgrounds and Watkins Woolen Mill State Historic Site had the lowest; Pomme de Terre and Weston Bend State Parks had the highest satisfaction scores for picnic areas, while Johnson's Shut-Ins State Park had the lowest. Weston Bend State Park had the highest satisfaction score for park signs, Mastodon State Historic Site had the lowest. And finally, both Hawn and Weston Bend State Parks had the highest satisfaction scores for trails, whereas both Bennett Spring State Park and Mastodon State Historic Site had the lowest satisfaction scores.

PERFORMANCE RATING

Visitors to the eight state parks and historic sites were asked to rate the performance of each regarding certain attributes: being free of litter and trash, having clean restrooms, upkeep of

Table 3. Satisfaction of Features for Each Park or Site

	Campgrounds	Picnic Areas	Signs	Trails
Bennett Spring	3.68	3.77	3.71	3.64
Hawn	3.90	3.84	3.80	3.85
Johnson's Shut-Ins	3.70	3.66	3.67	
Katy Trail			3.63	3.75
Mastodon		3.71	3.48	3.64
Pomme de Terre	3.83	3.86	3.76	
Watkins Woolen Mill	3.69	3.72	3.71	3.79
Weston Bend	3.83	3.86	3.83	3.85

facilities, having helpful and friendly staff, accessibility for disabled visitors, caring for the natural resources, and being safe. Table 4 lists the mean performance scores of the attributes for each park or site, and Figure 5 illustrates these scores.

Weston Bend State Park was rated the highest on being free of litter and trash, whereas Johnson's Shut-Ins State Park was rated the lowest. Again, Weston Bend State Park was rated the highest on having clean restrooms, and Watkins Woolen Mill State Historic Site and Park was rated the lowest. Weston Bend State Park rated the highest on upkeep of park facilities as well, while Bennett Spring State Park rated the lowest. Weston Bend State Park was also rated the highest by all visitors regarding disabled accessibility, but Johnson's Shut-Ins State Park was given the lowest rating by all visitors regarding disabled accessibility. However, disabled visitors

gave Johnson's Shut-Ins State Park the highest rating for disabled access, while they gave Pomme de Terre State Park the lowest disabled access rating.

Weston Bend was given the highest rating regarding the care of natural resources, and Bennett Spring State Park was given the lowest. And finally, Weston Bend State Park was given the highest safety performance rating, while Johnson's Shut-Ins State Park was given the lowest.

From Figure 5, it can be seen that having clean restrooms was the attribute given the lowest rating by far at each of the state parks and historic sites except Weston Bend State Park. Other management concerns include upkeep of facilities and disabled accessibility. In general, however, park and site staff were given high ratings for being helpful and friendly. Overall, care of natural resources and being safe were also given higher ratings.

Table 4. Performance Scores of Specific Park or Site Attributes

	Bennett Spring	Hawn	Johnson's Shut-Ins	Katy Trail	Mastodon	Pomme de Terre	Watkins Woolen Mill	Weston Bend
Free of litter/trash	3.94	3.84	3.40	3.77	3.75	3.73	3.54	3.87
Clean restrooms	3.08	3.32	3.36	3.23	3.28	3.38	3.03	3.82
Upkeep	3.41	3.62	3.54		3.59	3.60	3.43	3.82
Helpful/friendly staff	3.55	3.72	3.66		3.69	3.64	3.52	3.77
Disabled access (all visitors)	3.53	3.66	3.39	3.45	3.42	3.62	3.48	3.74
Disabled access (disabled visitors)	3.62	3.56	3.75	3.54	3.40	3.31	3.50	3.56
Care of natural resources	3.50	3.76	3.58		3.63	3.59	3.58	3.78
Being safe	3.63	3.77	3.20	3.62	3.55	3.75	3.63	3.79

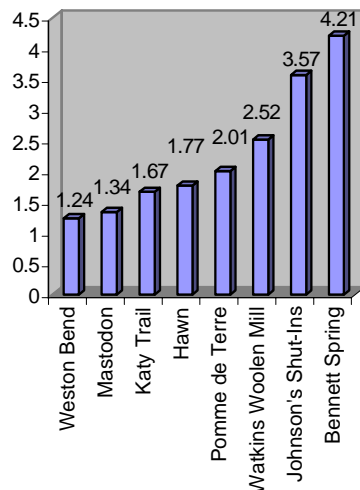
CROWDING

Visitors to each of the eight state parks and historic sites were asked how crowded they felt during their visit. The following nine-point scale was used to determine visitors' perceptions of crowding:

1	2	3	4	5	6	7	8	9
Not at all		Slightly		Moderately				Extremely
Crowded		Crowded		Crowded				Crowded

Visitors' overall mean response to this question was 2.21. Scores ranged from 1.24 (Weston Bend State Park) to 4.21 (Bennett Spring State Park). Figure 6 shows the mean crowded score for each park and site.

Figure 6. Mean Crowded Scores of Each Park and Site



While crowding was not a concern at all eight of the state parks and historic sites, overall it was an issue identified by many visitors as 58.8% reported feeling some degree of crowding. Crowding is a perceptual construct not always explained by the number or density of other visitors. Expectations of visitor

numbers and the behavior of other visitors also play a significant role in crowding perceptions.

Particularly because visitors' perceptions of crowding can influence their overall satisfaction (Armistead & Ramthun, 1995), comparisons at each of the eight state parks and historic sites were made to determine if there were significant differences in overall satisfaction between visitors who felt some degree of crowding and those visitors who were not at all crowded. Visitors who felt crowded all had significantly lower overall satisfaction ratings than visitors who were not crowded, at Hawn State Park, Johnson's Shut-Ins State Park, Katy Trail State Park, Mastodon State Historic Site, Pomme de Terre State Park, and Watkins Woolen Mill State Historic Site and Park.

As perceptions of crowding are inversely related to overall satisfaction, park and site managers should address the issue of crowding. One option is to review comments from the individual parks and sites relating to crowding and consider options that would reduce crowding perceptions. Further study could also determine if crowding perceptions at the parks and sites are due to the number of people or perhaps the behavior of the visitors in those areas.

SAFETY CONCERNS OF VISITORS

Although safety was given a high rating overall, managers should not dismiss safety concerns of visitors. One-third (33.3%) of visitors did not give the parks and sites they were visiting an excellent rating regarding safety. Examination of comments relating to safety from each of the eight state parks and historic sites

can identify specific areas in which safety needs improvement. This is especially important as visitors with safety concerns had significantly lower overall satisfaction ratings, satisfaction ratings of park features, and lower performance ratings than visitors who felt safety to be excellent, at the following parks and sites: Bennett Spring State Park, Johnson's Shut-Ins State Park, Katy Trail State Park, Mastodon State Historic Site, Pomme de Terre State Park, Watkins Woolen Mill State Historic Site and Park, and Weston Bend State Park. Visitors who did not rate the parks and sites as excellent on being safe were also significantly more crowded than those visitors who did give excellent safety ratings, including visitors to Bennett Spring State Park, Johnson's Shut-Ins State Park, Katy Trail State Park, Mastodon State Historic Site, Pomme de Terre State Park, and Watkins Woolen Mill State Historic Site and Park.

RESEARCH RECOMMENDATIONS

The results of the present study serve as baseline visitor information for Bennett Spring State Park, Hawn State Park, Johnson's Shut-Ins State Park, Katy Trail State Park, Mastodon State Historic Site, Pomme de Terre State Park, Watkins Woolen Mill State Historic Site and Park, and Weston Bend State Park. The frequency and percentage calculations of survey responses from each of the eight parks and sites provide useful information concerning socio-demographic characteristics, use patterns, and satisfaction of Missouri

State Park and Historic Site visitors. In addition, the "sub-analysis" of data is important in identifying implications for management at each of these parks and sites. (The sub-analysis conducted for each survey included comparisons using t-tests, Chi-square, and ANOVA between selected groups and the Importance-Performance Analysis.) Additional relevant information may be determined from further sub-analysis of existing data. Therefore, it is recommended additional sub-analysis be conducted to provide even greater insight to management at each of the eight parks and sites.

Additional visitor surveys at the eight state parks and historic sites should also be conducted on a regular basis (e.g., every three, four, or five years). Future studies can identify changes and trends in socio-demographic characteristics, use patterns, and visitors' satisfaction. User studies at these parks and sites might also be conducted during other seasons for comparison between summer visitors and visitors during other seasons.

The methodology used in this study serves as a standard survey procedure that the DSP can use in the future. Other Missouri State Parks and Historic Sites should be surveyed similarly to provide valid results for comparisons of visitor information between parks and sites, or to measure change over time in other parks and sites.

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Appendix A. 1998 Missouri State Park & Historic Site Visitor Surveys

BENNETT SPRING STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Bennett Spring State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Bennett Spring State Park? *(Check only one box.)*

☐ yes

☐ no

If no, how many times have you visited this park in the past year? _____

2. During this visit to the park, are you staying overnight?

☐ yes **If yes, how many nights are you staying at or near the park during this visit?** _____

☐ no *(If no, skip to question 5.)*

3. If staying overnight, where are you staying? *(Check only one box.)*

☐ campground in Bennett Spring State Park

☐ nearby campground

☐ cabin in Bennett Spring State Park

☐ nearby lodging facilities

☐ motel in Bennett Spring State Park

☐ other *(Please specify.)* _____

☐ friends/relatives _____

4. If staying at the Bennett Spring State Park campground, did you use the campground reservation system? *(Check only one box.)*

☐ yes **If yes, were you satisfied with the procedure?** *(Check only one box.)*

☐ yes

☐ no **If no, what dissatisfied you?** *(Please specify.)* _____

☐ no

5. With whom are you visiting the park? *(Check only one box.)*

☐ alone

☐ family and friends

☐ club or organized group

☐ family

☐ friends

☐ other *(Please specify.)* _____

6. Which recreational activities have you engaged in during this park visit? *(Check all that apply.)*

☐ hiking

☐ studying nature

☐ viewing visitor center exhibits

☐ picnicking

☐ rafting/canoeing

☐ attending special event

☐ camping

☐ viewing wildlife

☐ going on guided nature hike

☐ fishing

☐ swimming in pool

☐ attending nature program

☐ other *(Please specify.)* _____

7. How satisfied are you with each of the following in Bennett Spring State Park? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Spring Branch access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. nature center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. park office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. dining lodge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How do you rate Bennett Spring State Park on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of trails & natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. care of picnic area/green space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you did not rate this park as excellent on being safe, what influenced your rating?

PLEASE TURN SURVEY OVER.

BENNETT SPRING STATE PARK

10. If the amphitheater at Bennett Spring State Park was moved, where would you like to see it located?

- ☐ attached to the nature center ☐ near the pool
☐ in the upper campground ☐ other (*Please specify.*)
-

11. When visiting any state park, how important are each of these items to you? (*Check one box for each feature.*)

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of trails & natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. care of picnic area/ green space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. interpretive programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Overall, how satisfied are you with this visit to Bennett Spring State Park? (*Check only one box.*)

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
☐ ☐ ☐ ☐

13. During this visit, how crowded did you feel? (*Circle one number.*)

1 2 3 4 5 6 7 8 9
Not at all Slightly Moderately Extremely
Crowded Crowded Crowded Crowded

14. If you felt crowded on this visit, where did you feel crowded?

15. What is your age? _____ 16. Gender? ☐ female ☐ male

17. What is the highest level of education you have completed? (*Check only one box.*)

- ☐ grade school ☐ vocational school ☐ graduate of 4-year college
☐ high school ☐ some college ☐ post-graduate education

18. What is your ethnic origin? (*Check only one box.*)

- ☐ Asian ☐ African American ☐ Native American/American Indian
☐ Hispanic ☐ Caucasian/White ☐ Other (*Please specify.*)
-

19. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

- ☐ yes If yes, what disability or disabilities do you have?
☐ no _____

20. What is your 5-digit zip code (*or country of residence, if you live outside the U.S.*)? _____

21. What is your annual household income?

- ☐ ☐ less than \$25,000 ☐ \$50,001 - \$75,000
☐ \$25,000 - \$50,000 ☐ over \$75,000

22. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Bennett Spring State Park a better one.

THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

- ☐ campground
☐ picnic area/trailhead

HAWN STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Hawn State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Hawn State Park? *(Check only one box.)*

☐ yes

☐ no **If no, how many times have you visited this park in the past year?** _____

2. During this visit to the park, are you staying overnight?

☐ yes **If yes, how many nights are you staying at or near the park during this visit?** _____

☐ no *(If no, skip to question 4.)*

3. If staying overnight, where are you staying? *(Check only one box.)*

☐ campground in Hawn State Park

☐ nearby lodging facilities

☐ nearby campground

☐ other *(Please specify.)*

☐ friends/relatives

4. With whom are you visiting the park? *(Check only one box.)*

☐ alone

☐ family and friends

☐ club or organized group

☐ family

☐ friends

☐ other *(Please specify.)*

5. Which recreational activities have you engaged in during this park visit? *(Check all that apply.)*

- ☐ picnicking ☐ backpacking ☐ attending special event
☐ hiking ☐ studying nature ☐ going on guided nature hike
☐ camping ☐ viewing wildlife ☐ attending nature program
☐ other *(Please specify.)* _____

6. How satisfied are you with each of the following in Hawn State Park? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate Hawn State Park on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you did not rate this park as excellent on being safe, what influenced your rating?

PLEASE TURN SURVEY OVER.

HAWN STATE PARK

9. When visiting any state park, how important are each of these items to you? *(Check one box for each feature.)*

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Overall, how satisfied are you with this visit to Hawn State Park?
(Check only one box.)

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. During this visit, how crowded did you feel? *(Circle one number.)*

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded			Extremely Crowded

12. If you felt crowded on this visit, where did you feel crowded?

13. What is your age? _____

14. What is your gender? ☐ female ☐ male

15. What is the highest level of education you have completed? *(Check only one box.)*

<input type="checkbox"/> grade school	<input type="checkbox"/> vocational school	<input type="checkbox"/> graduate of 4-year college
<input type="checkbox"/> high school	<input type="checkbox"/> some college	<input type="checkbox"/> post-graduate education

16. What is your ethnic origin? *(Check only one box.)*

<input type="checkbox"/> Asian	<input type="checkbox"/> African American	<input type="checkbox"/> Native American/American Indian
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Caucasian/White	<input type="checkbox"/> Other <i>(Please specify.)</i>

17. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

<input type="checkbox"/> yes	If yes, what disability or disabilities do you have?
<input type="checkbox"/> no	_____

18. What is your 5-digit zip code *(or country of residence, if you live outside the U.S.)?* _____

19. What is your annual household income?

<input type="checkbox"/> less than \$25,000	<input type="checkbox"/> \$50,001 - \$75,000
<input type="checkbox"/> \$25,000 - \$50,000	<input type="checkbox"/> over \$75,000

20. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Hawn State Park a better one.

**THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.**

JOHNSON'S SHUT-INS STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Johnson's Shut-Ins State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. **Is this your first visit to Johnson's Shut-Ins State Park?** (Check only one box.) ☐ yes ☐ no **If no, how many times have you visited this park in the past year?** _____

2. **During this visit to the park, are you staying overnight?**

- ☐ yes **If yes, how many nights are you staying at or near the park during this visit?** _____
☐ no (If no, skip to question 4.)

3. **If staying overnight, where are you staying?** (Check only one box.)

- ☐ campground in Johnson's Shut-Ins State Park ☐ nearby lodging facilities
☐ nearby campground ☐ other (Please specify.) _____
☐ friends/relatives _____

4. **With whom are you visiting the park?** (Check only one box.)

- ☐ alone ☐ family and friends ☐ club or organized group
☐ family ☐ friends ☐ other (Please specify.) _____

5. **Which recreational activities have you engaged in during this park visit?** (Check all that apply.)

- ☐ picnicking ☐ backpacking ☐ attending special event
☐ hiking ☐ swimming/wading ☐ going on guided nature hike
☐ fishing ☐ viewing wildlife ☐ attending nature program
☐ camping ☐ studying nature ☐ other (Please specify.) _____

6. **Which of the following campsite availability would you support?** (Check only one box.)

- ☐ all campsites first-come, first-serve
☐ some campsites reserved beforehand
☐ all campsites reserved beforehand to ensure availability

7. **How satisfied are you with each of the following in Johnson's Shut-Ins State Park?** (Check one box for each feature.)

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. shut-ins area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. trailhead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. **How do you rate Johnson's Shut-Ins State Park on each of the following?** (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. **If you did not rate this park as excellent on being safe, what influenced your rating?**

10. **During this visit to Johnson's Shut-Ins State Park, did you have to wait in line to enter the park?** (Check only one box.)

- ☐ yes **If yes, how long did you wait?** _____
☐ no

11. **If you knew ahead of time that you would have to wait, would you still have come to Johnson's Shut-Ins State Park?** (Check only one box.)

☐ yes ☐ no

PLEASE TURN SURVEY OVER.

JOHNSON'S SHUT-INS STATE PARK

12. During this visit, how crowded did you feel? *(Circle one number.)*

1	2	3	4	5	6	7	8	9
Not at all		Slightly			Moderately			Extremely
Crowded		Crowded			Crowded			Crowded

13. If you felt crowded on this visit, where did you feel crowded?

14. Currently the access to Johnson's Shut-Ins State Park is limited to help protect the natural resources and to reduce crowding. Which of the following would you support? *(Check only one box.)*

- ☐ allow more visitors to reduce waiting time, even though it could result in increased crowding and resource impact
- ☐ keep the number of visitors about the same
- ☐ allow fewer visitors to reduce crowding and resource impact, even though it could result in increased waiting time

15. When visiting any state park, how important are each of these items to you? *(Check one box for each feature.)*

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Overall, how satisfied are you with this visit to Johnson's Shut-Ins State Park? *(Check only one box.)*

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. What is your age? _____ **18. Gender?** ☐ female ☐ male

19. What is the highest level of education you have completed? *(Check only one box.)*

<input type="checkbox"/> grade school	<input type="checkbox"/> vocational school	<input type="checkbox"/> graduate of 4-year college
<input type="checkbox"/> high school	<input type="checkbox"/> some college	<input type="checkbox"/> post-graduate education

20. What is your ethnic origin? *(Check only one box.)*

<input type="checkbox"/> Asian	<input type="checkbox"/> African American	<input type="checkbox"/> Native American/American Indian
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Caucasian/White	<input type="checkbox"/> Other <i>(Please specify.)</i>

21. Do you have a disability that substantially limits one or more life activities or might require special accommodations? *(Check only one box.)*

☐ no
☐ yes

If yes, what disability or disabilities do you have?

Are there additional accommodations that would increase the enjoyment of your visit? _____

22. What is your 5-digit zip code *(or country of residence, if you live outside the U.S.)?* _____

23. What is your annual household income?

<input type="checkbox"/> less than \$25,000	<input type="checkbox"/> \$50,001 - \$75,000
<input type="checkbox"/> \$25,000 - \$50,000	<input type="checkbox"/> over \$75,000

24. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Johnson's Shut-Ins State Park a better one.

**THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.**

KATY TRAIL STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Katy Trail State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Katy Trail State Park? (Check only one box.)

☐ yes

☐ no If no, about how many times have you visited this park in the past year? _____

2. Did you access a trailhead today to enter the Katy Trail?

☐ yes (If yes, continue with question 3.)

☐ no (If no, skip to question 4.)

3. Which trailhead did you access today to enter the Katy Trail? (Check only one box.)

- | | | |
|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Griessen Rd. | <input type="checkbox"/> Hartsburg | <input type="checkbox"/> Marthasville |
| <input type="checkbox"/> Clifton City | <input type="checkbox"/> N. Jefferson | <input type="checkbox"/> Dutzow |
| <input type="checkbox"/> Pilot Grove | <input type="checkbox"/> Tebbetts | <input type="checkbox"/> Augusta |
| <input type="checkbox"/> Boonville | <input type="checkbox"/> Mokane | <input type="checkbox"/> Matson |
| <input type="checkbox"/> New Franklin | <input type="checkbox"/> Portland | <input type="checkbox"/> Weldon Spring |
| <input type="checkbox"/> Rocheport | <input type="checkbox"/> McKittrick | <input type="checkbox"/> Greens Bottom Rd. |
| <input type="checkbox"/> McBaine | <input type="checkbox"/> Treloar | <input type="checkbox"/> St. Charles |

4. On this trip, if you did not access a trailhead, where did you enter the Katy Trail? _____

5. On this trip, where are you planning on exiting the Katy Trail? _____

6. During this visit to the trail, are you staying overnight?

☐ yes If yes, how many nights are you staying near the trail during this visit? _____

☐ no (If no, skip to question 8.)

7. If staying overnight, where are you staying? (Check only one box.)

☐ nearby campground ☐ nearby community lodging facilities

☐ friends/relatives ☐ nearby bed & breakfast

☐ other (Please specify.) _____

8. With whom are you visiting the trail? (Check only one box.)

☐ alone ☐ family and friends ☐ club or organized group

☐ family ☐ friends ☐ other (Please specify.) _____

9. Which recreational activities have you engaged in or will be engaging in during this trail visit? (Check all that apply.)

☐ biking ☐ running ☐ picnicking

☐ walking ☐ jogging ☐ attending special event

☐ hiking ☐ viewing wildlife ☐ other (Please specify.) _____

☐ backpacking ☐ studying nature _____

10. What is the average distance you normally travel on the trail during a visit? (Please specify number of miles.) _____

11. How satisfied are you with each of the following in Katy Trail State Park? (Check one box for each feature.)

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. trail surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. benches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. If you were dissatisfied with any of the above, why were you dissatisfied? _____

PLEASE TURN SURVEY OVER

13. How do you rate Katy Trail State Park on each of the following?

(Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If you did not rate the trail as excellent on being safe, what influenced your rating? _____

15. What additional facilities or services would you like to see provided along Katy Trail State Park? _____

16. When visiting any state park, how important are each of these items to you? *(Check one box for each feature.)*

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Overall, how satisfied are you with this visit to Katy Trail State Park? *(Check only one box.)*

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. During this visit, how crowded did you feel? *(Circle one number.)*

1	2	3	4	5	6	7	8	9
Not at all Crowded			Slightly Crowded			Moderately Crowded		Extremely Crowded

19. If you felt crowded on this visit, where did you feel crowded?

20. What is your age? _____ **21. Gender?** ☐ female ☐ male

22. What is the highest level of education you have completed? *(Check only one box.)*

- ☐ grade school ☐ vocational school ☐ graduate of 4-year college
☐ high school ☐ some college ☐ post-graduate education

23. What is your ethnic origin? *(Check only one box.)*

- ☐ Asian ☐ African American ☐ Native American/American Indian
☐ Hispanic ☐ Caucasian/White ☐ Other *(Please specify.)* _____

24. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

- ☐ yes **If yes, what disability or disabilities do you have?** _____
☐ no

25. What is your 5-digit zip code *(or country of residence, if you live outside the U.S.)?* _____

26. What is your annual household income?

- ☐ less than \$25,000 ☐ \$50,001 - \$75,000
☐ \$25,000 - \$50,000 ☐ over \$75,000

27. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Katy Trail State Park a better one.

THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

MASTODON STATE HISTORIC SITE

The Missouri Department of Natural Resources is seeking your evaluation of Mastodon State Historic Site. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Mastodon State Historic Site? *(Check only one box.)*

☐ yes

☐ no **If no, how many times have you visited this park in the past year?** _____

2. With whom are you visiting the park? *(Check only one box.)*

☐ alone

☐ family and friends

☐ club or organized group

☐ family

☐ friends

☐ other *(Please specify.)*

3. Which recreational activities have you engaged in during this park visit? *(Check all that apply.)*

☐ picnicking

☐ visiting museum

☐ going on interpretive trail

☐ hiking

☐ viewing wildlife

☐ going on guided nature hike

☐ studying nature

☐ special event

☐ other *(Please specify.)*

4. How satisfied are you with each of the following in Mastodon State Historic Site? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. museum exhibits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. interpretive trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How do you rate Mastodon State Historic Site on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. If you did not rate this park as excellent on being safe, what influenced your rating?

7. When visiting any state park, how important are each of these items to you? *(Check one box for each feature.)*

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Overall, how satisfied are you with this visit to Mastodon State Historic Site? *(Check only one box.)*

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN SURVEY OVER.

MASTODON STATE HISTORIC SITE

9. During this visit, how crowded did you feel? *(Circle one number.)*

1	2	3	4	5	6	7	8	9
Not at all		Slightly			Moderately			Extremely
Crowded		Crowded			Crowded			Crowded

10. If you felt crowded on this visit, where did you feel crowded?

11. What is your age? _____

12. What is your gender? ☐ female ☐ male

13. What is the highest level of education you have completed? *(Check only one box.)*

☐ grade school ☐ vocational school ☐ graduate of 4-year college
☐ high school ☐ some college ☐ post-graduate education

14. What is your ethnic origin? *(Check only one box.)*

☐ Asian ☐ African American ☐ Native American/American Indian
☐ Hispanic ☐ Caucasian/White ☐ Other *(Please specify.)*

15. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes **If yes, what disability or disabilities do you have?**
☐ no _____

16. What is your 5-digit zip code *(or country of residence, if you live outside the U.S.)?* _____

17. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000
☐ \$25,000 - \$50,000 ☐ over \$75,000

18. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Mastodon State Historic Site a better one.

**THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS**

- ☐ Pittsburg
☐ Hermitage

POMME DE TERRE STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Pomme de Terre State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. **Is this your first visit to Pomme de Terre State Park?** *(Check only one box.)* ☐ yes
☐ no **If no, how many times have you visited this park in the past year?** _____

2. **During this visit to the park, are you staying overnight?**

- ☐ yes **If yes, how many nights are you staying at or near the park during this visit?** _____
☐ no *(If no, skip to question 5.)*

3. **If staying overnight, where are you staying?** *(Check only one box.)*

- ☐ campground in Pomme de Terre State Park
☐ friends/relatives
☐ nearby campground
☐ nearby lodging facilities
☐ other *(Please specify.)*

4. **If you are staying at the campgrounds in Pomme de Terre State Park, are you staying here because you were unable to get a campsite at an Army Corps of Engineers campground?** *(Check only one box.)*

- ☐ yes ☐ no

5. **With whom are you visiting the park?** *(Check only one box.)*

- ☐ alone ☐ family and friends ☐ club or organized group
☐ family ☐ friends ☐ other *(Please specify.)*

6. **Which recreational activities have you engaged in during this park visit?** *(Check all that apply.)*

- ☐ picnicking ☐ boat rental ☐ attending special event
☐ hiking ☐ swimming ☐ going on guided nature hike
☐ camping ☐ viewing wildlife ☐ attending nature program
☐ boating ☐ studying nature ☐ other *(Please specify.)*

7. **How satisfied are you with each of the following in Pomme de Terre State Park?** *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. lake access areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. **How do you rate Pomme de Terre State Park on each of the following?** *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. **If you did not rate this park as excellent on being safe, what influenced your rating?**

PLEASE TURN SURVEY OVER.

POMME DE TERRE STATE PARK

10. Which of the following campsite availability would you support?

(Check only one box.)

- ☐ all campsites first-come, first-serve
☐ some campsites reserved beforehand
☐ all campsites reserved beforehand

11. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Overall, how satisfied are you with this visit to Pomme de Terre State Park? (Check only one box.)

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. During this visit, how crowded did you feel? (Circle one number.)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded			Extremely Crowded

14. If you felt crowded on this visit, where did you feel crowded?

15. What is your age? _____ 16. Gender? ☐ female ☐ male

17. What is the highest level of education you have completed? (Check only one box.)

- ☐ grade school ☐ vocational school ☐ graduate of 4-year college
☐ high school ☐ some college ☐ post-graduate education

18. What is your ethnic origin? (Check only one box.)

- ☐ Asian ☐ African American ☐ Native American/American Indian
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) _____

19. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

- ☐ yes **If yes, what disability or disabilities do you have?** _____
☐ no

20. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? _____

21. What is your annual household income?

- ☐ less than \$25,000 ☐ \$50,001 - \$75,000
☐ \$25,000 - \$50,000 ☐ over \$75,000

22. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Pomme de Terre State Park a better one.

**THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.**

WATKINS WOOLEN MILL STATE HISTORIC SITE AND PARK

The Missouri Department of Natural Resources is seeking your evaluation of Watkins Woolen Mill State Historic Site and Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Watkins Woolen Mill State Historic Site and Park? *(Check only one box.)*

☐ yes

☐ no **If no, how many times have you visited this park in the past year?**

2. During this visit to the site, are you staying overnight?

☐ yes **If yes, how many nights are you staying at or near the site during this visit?** _____

☐ no *(If no, skip to question 4.)*

3. If staying overnight, where are you staying? *(Check only one box.)*

☐ campground in Watkins Woolen Mill State Historic Site and Park

☐ nearby campground

☐ nearby lodging facilities

☐ friends/relatives

☐ other *(Please specify.)*

4. With whom are you visiting the site? *(Check only one box.)*

☐ alone

☐ family and friends

☐ club or organized group

☐ family

☐ friends

☐ other *(Please specify.)*

5. Which recreational activities have you engaged in during this visit?
(Check all that apply.)

☐ picnicking

☐ horseback riding

☐ viewing visitor center exhibits

☐ bicycling

☐ boating

☐ touring historic buildings

☐ running

☐ fishing

☐ attending special event

☐ jogging

☐ swimming

☐ attending nature program

☐ hiking

☐ viewing wildlife

☐ going on guided nature hikes

☐ camping

☐ studying nature

☐ other *(Please specify.)*

6. How satisfied are you with each of the following in Watkins Woolen Mill State Historic Site and Park? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. lake access area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. visitor center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate Watkins Woolen Mill State Historic Site and Park on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you did not rate this park as excellent on being safe, what influenced your rating?

PLEASE TURN SURVEY OVER.

WATKINS WOOLEN MILL STATE HISTORIC SITE AND PARK

9. During this visit, did viewing the “living history” demonstrations increase the enjoyment of your visit (eg. staff in period costumes and demonstrations in the kitchen, heirloom garden, and with the livestock)? (Check only one box.)

A Lot Some Not At All Didn't See
☐ ☐ ☐ ☐

10. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Overall, how satisfied are you with this visit to Watkins Woolen Mill State Historic Site and Park? (Check only one box.)

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
☐ ☐ ☐ ☐

12. During this visit, how crowded did you feel? (Circle one number.)

1	2	3	4	5	6	7	8	9
Not at all Crowded			Slightly Crowded			Moderately Crowded		Extremely Crowded

13. If you felt crowded on this visit, where did you feel crowded?

14. What is your age? _____ 15. Gender? ☐ female ☐ male

16. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college
☐ high school ☐ some college ☐ post-graduate education

17. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) _____

18. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes If yes, what disability or disabilities do you have?
☐ no _____

19. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? _____

20. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000
☐ \$25,000 - \$50,000 ☐ over \$75,000

21. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Watkins Woolen Mill State Historic Site and Park a better one.

THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

WESTON BEND STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Weston Bend State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Weston Bend State Park? *(Check only one box.)*

☐ yes

☐ no **If no, how many times have you visited this park in the past year?** _____

2. During this visit to the park, are you staying overnight?

☐ yes **If yes, how many nights are you staying at or near the park during this visit?** _____

☐ no *(If no, skip to question 4.)*

3. If staying overnight, where are you staying? *(Check only one box.)*

☐ campground in Weston Bend State Park

☐ nearby campground

☐ nearby lodging facilities

☐ friends/relatives

☐ other *(Please specify.)*

4. With whom are you visiting the park? *(Check only one box.)*

☐ alone

☐ family and friends

☐ club or organized group

☐ family

☐ friends

☐ other *(Please specify.)*

5. Which recreational activities have you engaged in during this park

visit? *(Check all that apply.)*

☐ biking

☐ attending special event

☐ viewing barns & exhibits

☐ hiking

☐ studying nature

☐ going on guided nature hike

☐ camping

☐ viewing wildlife

☐ other *(Please specify.)*

☐ fishing

☐ picnicking

6. How satisfied are you with each of the following in Weston Bend State Park? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate Weston Bend State Park on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you did not rate this park as excellent on being safe, what influenced your rating?

PLEASE TURN SURVEY OVER.

WESTON BEND STATE PARK

9. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Overall, how satisfied are you with this visit to Weston Bend State Park? (Check only one box.)

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. During this visit, how crowded did you feel? (Circle one number.)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded			Extremely Crowded

12. If you felt crowded on this visit, where did you feel crowded?

13. What is your age? _____ 14. Gender? ☐ female ☐ male

15. What is the highest level of education you have completed? (Check only one box.)

<input type="checkbox"/> grade school	<input type="checkbox"/> vocational school	<input type="checkbox"/> graduate of 4-year college
<input type="checkbox"/> high school	<input type="checkbox"/> some college	<input type="checkbox"/> post-graduate education

16. What is your ethnic origin? (Check only one box.)

<input type="checkbox"/> Asian	<input type="checkbox"/> African American	<input type="checkbox"/> Native American/American Indian
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Caucasian/White	<input type="checkbox"/> Other (Please specify.)

17. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? _____

18. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? _____

19. What is your annual household income?

<input type="checkbox"/> less than \$25,000	<input type="checkbox"/> \$50,001 - \$75,000
<input type="checkbox"/> \$25,000 - \$50,000	<input type="checkbox"/> over \$75,000

20. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Weston Bend State Park a better one.

THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

Appendix B. Survey Protocol

Protocol for 1998 Missouri State Parks Visitor Survey

Hi, my name is _____, and I am conducting a survey of park visitors for Missouri state parks. The information that I am collecting will be useful for future management of _____ State Park/Historic Site.

The survey is one page, front and back side, and only takes about 3-5 minutes to complete. Anyone who is 18 or older may complete the survey, and by completing the survey, you have the opportunity to enter your name in a drawing for a prize package of \$100 worth of concession coupons. Your participation is voluntary, and your responses will be completely anonymous.

Your input is very important to the management of _____ State Park/Historic Site. Would you be willing to help by participating in the survey?

[If no,] Thank you for your time. Have a nice day.

[If yes,]

Here is a pencil and clipboard with the survey attached (for each respondent). Please complete the survey on both sides. When finished, return the survey(s), clipboard(s), pencils, and prize entry form(s) to me.

Thank you for taking time to complete the survey. Your help is greatly appreciated. Have a nice day.

Appendix C. Prize Entry Form

**WIN A PRIZE PACKAGE OF CONCESSION COUPONS
WORTH \$100**

Enter a drawing to win \$100 worth of gift certificates! These certificates are good for any concessions at any state park or historic site. Concessions include cabin rentals, canoe rentals, boat rentals, restaurant dining, horseback riding, etc.

You may enter the drawing by simply filling out the back of this entry form and returning it to the surveyor. Your name, address, and telephone number will be used only for this drawing; thus, your survey responses will be anonymous. The drawing will be held November 1, 1998. Winners will be notified by telephone or mail. Redemption of gift certificates is based on dates of availability through August 31, 1999.

Name: _____

Address: _____

Phone #: () _____

Appendix D. Observation Survey

Date _____ Day of Week _____ Time Slot _____
 Weather _____ Temperature _____ Park/Site _____

	Survey #'s	# of Adults	# of Children	Type of Vehicle	Additional Axles	# of Exits	Exit/ Area
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
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25							
26							
27							
28							
29							
30							

Time Slot Codes:

Time Slot 1 = 8:00 a.m. - 12:00 p.m.
 Time Slot 2 = 12:00 - 4:00 p.m.
 Time Slot 3 = 4:00 - 8:00 p.m.

Weather Codes (examples):

Hot & Sunny Windy
 Cold & Rainy Sunny
 Cloudy Humid